



# BHD

MILWAUKEE COUNTY  
Behavioral  
Health  
Division

myAvatar™

*Tips and Tricks*



**Crisis Mobile Console and Mobile Console Form-** use the updated Mobile Console Form to populate active mobile contacts and track follow-ups on the updated Crisis Mobile Console (in Avatar and e-whiteboard).

## Crisis Mobile Console

The Crisis Mobile Console is a tool to track active crisis mobile contacts and follow-ups. The console provides at-a-glance details regarding; active mobile contacts on the Crisis Mobile Widget (1) and follow-up needed that is due today (past due follow-ups are in red) on the Follow Ups Due Now Widget (2). Click on the blue hyperlink (client name in the Crisis Mobile Widget and MRN in the Follow Ups Due Now Widget) to open the Mobile Console Form for the client.

Crisis Mobile

1

CLIENT	Date of Mobile	TYPE	PRTY	STATUS	CELL	STAFF	STAFF 2	TIME OUT	LOCATION	ADDITIONAL INFO
KUPCZAK,DOREEN M	02/04/2020	Comm		Active	414-333-0493	Pauline Young			10401 W. Greenfield avenue #34	
SHAKESPEARE,WILLIAM	09/22/2020			Active					house somewhere	Here is some additional information

Follow Ups Due Now

2

CLIENT	MRN	Date of Mobile	Date F/U Due	Staff Assigned
TEST,CLIENT	8186265	12/01/2020	12/28/2020	LECLOUX,MICHELE T
TEST,ANN	8186263	12/08/2020	12/09/2020	HAMACHEK,ANN
POTTER,HARRY	8186262	12/07/2020	12/07/2020	
SMIDERSKI,ANTHONY	539626	12/03/2020	12/03/2020	

## Mobile Console Form

The Crisis Mobile Console (above) is largely populated by completing the Mobile Console Form. The form has been updated to capture greater detail regarding mobile follow-ups. Per current workflow, one initial entry for client tracking should begin on or near the first of each month. To start tracking crisis mobile contacts for a new month:

From Home View:

1. Enter 'mobile' in the Search forms box and select the Mobile Console Form.
2. Enter 'crisis' in the Select Program box and always select Crisis (6071).

3. In the form pre-display, select **'Add'** (initial entry for the month). Select the initial monthly entry and click **'Edit'** for additional mobile contacts for that month.
4. Enter the date for the new month.
5. Select **'Crisis Mobiles'** to add a new mobile contact.

Name	Menu Path
Crisis Mobile NonBillable Hours Report	Avatar PM / Services / Service Reports
Crisis Mobile Service Hours Report	Avatar PM / Services / Service Reports
Avatar Mobile Conflict Resolution	Avatar PM / System Maintenance / Mobile Application Maintenance
Mobile Application Build	Avatar PM / System Maintenance / Mobile Application Maintenance
Active Mobile Users Report	Avatar PM / System Maintenance / Mobile Application Maintenance
Crisis Mobile Log Report	Avatar PM / Reports
<b>Mobile Console Form</b>	Avatar PM / Assessments
Crisis Mobile Physical Assessment	Avatar CWS / Assessments / User Defined Assessments / Milwaukee
Crisis Mobile Disposition	Avatar CWS / Assessments / User Defined Assessments / Milwaukee
Crisis Mobile Bundle	Avatar CWS / Assessments / User Defined Assessments / Milwaukee

1 through 10 of 10

mobile

Select Program

crisis

Results

**Crisis (6071)**

Crisis Assessment Response Team (6075)

Crisis Care Coordination (5955)

Crisis Mobile Adult (6073)

Crisis Mobile Geriatric (6074)

Crisis Pre-Admit~INACTIVE (9999)

Crisis Resource Centers (CRC) (1016)

Crisis Respite - Brentwood~INACTIVE (1014)

Crisis Respite-TLS~INACTIVE (1009)

Mobile Console Form

Date

3

Add Edit Delete Cancel

Mobile Console Form

Date

**Crisis Mobiles**

Follow Up #1

Follow Up #2

Follow Up #3

Date 12/01/2020 T Y

4

5

To add a new mobile contact:

1. Click 'Add New Item'. (As new information is added, the top section of the form populates.)
2. Enter the client's name or MRN.
3. Enter the date and time of the mobile contact. Also enter the time of Mobile Arrival.
4. New- select the Mobile Type.
5. New- Mobile Status- select the appropriate status. For initial Mobiles it will usually be 'Active' or 'Pending' for the Mobile Status. (See below for updating the form when the contact has been completed).
6. Enter any additional information that is needed and click 'Submit'.

The screenshot shows the 'Mobile Console Form' interface. On the left is a sidebar with a 'Date' dropdown, a 'Crisis Mobiles' section containing 'Follow Up #1', 'Follow Up #2', and 'Follow Up #3', and a 'Submit' button. The main area displays a table of mobile contacts. The first row is highlighted in green. Below the table are buttons for 'Add New Item', 'Edit Selected Item', and 'Delete Selected Item'. The 'Initial Mobile Information' section contains several fields: 'Client' (with a dropdown showing 'CLIENT TEST (8186265)'), 'Date of Mobile' (12/01/2020), 'Mobile Type' (Community selected), 'Mobile Status' (Active selected), 'Mobile Priority' (3 selected), and 'Cell Number'. There are also fields for 'Staff Responded' and 'Location' (home). At the bottom, there are time pickers for 'Initial Call' and 'Mobile Arrival', and a text area for 'Additional Information'.

Information added for the new mobile contact appears in the Crisis Mobile Widget (1) on the Crisis Mobile Console (2). Click on the client's name (3), blue hyperlink to update information in the Mobile Console Form for the client.

The screenshot shows the 'Crisis Mobile Console' interface. At the top is a navigation bar with 'Home', 'Crisis Mobile' (highlighted), and other options. Below the navigation bar is a table of mobile contacts. The first row is highlighted in green. The second row is highlighted in blue. The table columns include client name, date, status, phone number, and additional information.

Client Name	Date	Status	Phone Number	Additional Information
SHAKESPEARE, WILLIAM	09/01/2020	2 Active-Mobile	555-999-6666	HAMACHEK, ANN HART, TAMMY 01:42 PM somewhere
TEST, CLIENT	12/28/2020	2 Active-Mobile	LECLOUX, MICHELE T	04:57 PM Add any additional information.

## Mobile Contact Completion and Follow-up

When the mobile contact needs to be updated or has been completed, click on the client's name (blue hyperlink) to update the Mobile Console Form. In the Crisis Mobiles section, select the row for the client and click 'Edit Selected Item'. **Be sure to verify you are editing the correct mobile. Clients may have more than one initial mobile throughout the month you are documenting in.**

**Mobile Console Form**

☐ Date  
☒ **Crisis Mobiles**  
 Follow Up #1  
 Follow Up #2  
 Follow Up #3

Submit

Client	Staff Respon...	Staff Respon...	Loc...	Initia...	Date of Mobile	Mobile T...	Mobile St...	Mob
TEST,CLIENT (8186265)	Michele LeClo...		home	11:4...	12/01/2020	Community	Active	3
SHAKESPEARE,WILLIAM (818...	Susanne Morri...			04:1...	12/23/2020	Community	Active	1

Initial Mobile Information

1. In the Mobile Status section, indicate whether the contact is complete or needs follow-up. If the contact is complete, select 'Complete' and submit the form. If the contact needs follow-up, select 'Complete- F/U required'. This enables the Follow Up #1 section of the form.
2. Select the appropriate Follow Up Status.
3. Enter the Date Due (this is a clinical determination; use departmental guidelines). Enter other pertinent details and click 'Submit'.

**Mobile Console Form**

☐ Date  
☒ **Crisis Mobiles**  
 Follow Up #1  
 Follow Up #2  
 Follow Up #3

Submit

Client: CLIENT TEST (8186265)  
 Staff Responded: Michele LeClerc (Michele LeClerc)  
 Staff Responded:  
 Location: home  
 Initial Call: 10:25 AM Current H M AM/PM  
 Mobile Arrival: 11:23 AM Current H M AM/PM

Date of Mobile: 12/01/2020 T Y

Mobile Type: ☐ Hospital ☒ Community ☐ CSH

Mobile Status: ☐ Active ☐ Pending ☒ Complete- F/U required

Mobile Priority: ☐ 1 ☐ 2 ☒ 3 ☐ 4

Cell Number:

Additional Information:  
Add any additional information.

Follow Up #1

Follow Up Status: ☐ Active ☒ Active-Mobile ☐ Complete ☐ Client Declined ☐ Complete- Additional F/U Required ☐ Complete- Other Closing Reason

Other Follow Up Closing Reason:

Staff Assigned: MICHELE T LECLOUX (004876)

Staff Assigned:

Location:

Cell Number:

Date Due: 12/28/2020 T Y

Date Follow Up Complete: T Y

Mobile Priority: ☐ 1 ☒ 2 ☐ 3 ☐ 4

Mobile Arrival: 11:39 AM Current H M AM/PM

If the Follow Up Status is 'Active-Mobile' then the mobile will appear on the Crisis Mobile Widget (1) on the date entered in the Date Due field. It will fall off the Crisis Mobile Widget when you 'Complete' the follow up or change the Follow Up Status to a different active status.

'Non-Mobile Active' follow-ups due on today's date and past due follow-ups appear on the Follow Ups Due Now Widget (2). Past due follow-ups appear in **red**. When the follow-up contact has been completed, click on the client's MRN (blue hyperlink) to update the Mobile Console Form Follow-up section.

My Views: HOME VIEW OMT Metrics and Assignments Client Info **Crisis Mobile** Error Correction Console Stabilization Home Selected Client: Episode:

**Crisis Mobile** 1

SHAKESPEARE,WILLIAM	09/01/2020	2	Active-Mobile	555-999-6666	HAMACHEK,ANN	HART,TAMMY	01:42 PM	somewhere	Here is some additional information
TEST,CLIENT	12/28/2020	2	Active-Mobile		LECLOUX,MICHELE T		04:57 PM		Add any additional information.

**Follow Ups Due Now** 2

CLIENT	MRN	Date of Mobile	Date F/U Due	Staff Assigned
TEST,CLIENT	8186265	12/01/2020	12/28/2020	LECLOUX,MICHELE
TEST,ANN	8186263	12/08/2020	12/09/2020	HAMACHEK,ANN
POTTER,HARRY	8186262	12/07/2020	12/07/2020	

In the Crisis Mobiles section, select the row for the client and click "Edit Selected Item".

**Mobile Console Form**

**Date**

**Crisis Mobiles**

Follow Up #1

Follow Up #2

Follow Up #3

Submit

**Crisis Mobiles**

Client	Staff Respon...	Staff Respon...	Loc...	Initia...	Date of Mobile	Mobile T...	Mobile St...	Mob
TEST,CLIENT (8186265)	Michele LeClo...		home	11:4...	12/01/2020	Community	Complete...	3
SHAKESPEARE,WILLIAM (818...	Susanne Morri...			04:1...	12/23/2020	Community	Active	1

Add New Item Edit Selected Item Delete Selected Item

1. Click Follow Up #1.
2. Select the appropriate 'Follow Up Status' and 'Date Follow Up Complete'. If no other follow-up is needed, click 'Submit'.
3. If additional follow-up is required, select 'Complete- Additional F/U Required'. This enables the 'Follow Up #2' section of the form.
4. Select the appropriate 'Follow Up Status' and enter the 'Date Due'. Enter other details as necessary and click 'Submit'.

The screenshot shows the 'Mobile Console Form' interface. On the left, a sidebar contains a 'Date' dropdown (1) with 'Crisis Mobiles' selected, a list of 'Follow Up #1', 'Follow Up #2', and 'Follow Up #3', a 'Submit' button, and a set of icons. The main area is divided into sections for 'Follow Up #1' and 'Follow Up #2'. In the 'Follow Up #1' section, a red box (2) highlights the 'Follow Up Status' radio buttons (Active, Active-Mobile, Complete, Client Declined, Complete- Additional F/U Required (3), Complete- Other Closing Reason), a 'Date Due' field (12/28/2020), and a 'Date Follow Up Complete' field (12/29/2020). Below this are fields for 'Other Follow Up Closing Reason', 'Staff Assigned' (LECLOUX, MICHELE (004876)), 'Location', 'Mobile Priority' (radio buttons 1-4, with 2 selected), and 'Mobile Arrival' (04:50 PM, Current, H, M, AM/PM). The 'Follow Up #2' section (4) has a similar layout, with 'Date Due' set to 12/30/2020 and 'Staff Assigned' set to MICHELE T LECLOUX (004876).

The widgets are updated as before. Repeat these steps as needed for additional follow-up (Follow Up #3).

### Points to remember:

- Start (select **Add**) a new Mobile Console Form at the beginning of each month. Select the initial monthly entry and click '**Edit**' for additional mobile contacts for that month.
- Be sure to select the correct mobile and associated follow-ups for the client. When you want to edit a mobile or follow-up, select the client row and click '**Edit Selected Item**' to edit a previous mobile contact and click '**Add New Item**' to add an unrelated new mobile for the same client. Once a mobile is completed and all associated follow-ups are completed for a client, if you have contact with that client again in the same month, you would follow the steps above for entering a new mobile for that client.